



## Volume IX

### Issue I

March 2020

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# GOVERNMENT PROGRAMS

## Compliance Officer Newsletter

### A Message from Kim Green:

My goal for each Government Programs Compliance Officer Newsletter is to provide you with information about the various government programs administered by HCSC.

HCSC is a Plan Sponsor that administers several Federal and State Government Programs, including:

- Medicare Advantage
- Medicare Prescription Drug Plan
- Illinois Medicare-Medicaid Alignment Initiative (MMAI) and
- Medicaid

As a Plan Sponsor, we have the responsibility to know and adhere to the requirements of all the contracts we administer. If we fail to meet those requirements, we are at risk for being subjected to various enforcement actions.

**This newsletter edition will explain the importance of staying vigilant in maintaining compliance during times of organizational change and how you can do your part to keep us compliant.**

Please remember that you are required to report any suspicious behavior or potential wrongdoing related to any government contract. You can report this information to your manager, call the Corporate Integrity Hotline number, or report your concern online using the web reporting tool. All calls to our hotline can be made anonymously and without fear of intimidation or retaliation. As the Government Programs Compliance Officer, please know that you can always contact me directly at 312-653-5110.

**Kim Green**  
HCSC Government Programs  
Compliance Officer





## Contact Us

Email

[hisccompliance@bcbsil.com](mailto:hisccompliance@bcbsil.com)

24/7 Hotline

1-800-838-2552

REPORT ANONYMOUSLY

Website

[www.hisccompliance.com](http://www.hisccompliance.com)

# Maintaining Compliance During Times of Change

Everyone is aware of the organizational changes that have taken place within the company. Even if your team or business area was not affected by these changes directly, you probably coordinate regularly with one or more teams that were affected. It may take a while for you to identify your new contacts and establish a working relationship.

But while things are shifting within HCSC, it is business as usual for our federal and state agencies. Keep in mind...

***Our organization structure might be different, but our obligation to follow all the laws, rules, regulations, and contractual obligations has not changed***

*How can you help?*

- 1) Focus on the member's needs by continuing to do your regular tasks
- 2) Be flexible & willing to take on new duties
- 3) Keep communication lines open both within your area & with other teams

*What about regulatory or contractual changes? What can you do?*

**Look for new federal or state notices that are released by:**

- ***Reading email or other written notices sent to you regarding updated regulations or contracts***
- ***Listening/participating at staff meetings to ensure everyone understands new requirements***
- ***Talking amongst your team about changes & how you will address them***
- ***Working together to implement any changes or fill in gaps***



## GPC Resources:

**Enterprise  
Medicaid/Debarment:**  
Melissa Lupella, Senior  
Director

**NM Medicaid:**  
Jeanene Kerestes, Senior  
Director

**IL Medicaid:**  
Ryan Lipinski, Director

**TX Medicaid:**  
Kirstie Reck, Director

**Medicare/MMAI:**  
Shawna Romero,  
Director

*What do you do when you find some gaps?*

***The business has a responsibility to identify any gaps in meeting our contractual obligations & come up with a plan to close those gaps***

*How can you help?*

- 1) Staff: Raise up identified gaps to your manager
- 2) Managers: Evaluate available resources & reassign duties; monitor & make additional corrections, as needed
- 3) Directors: Determine if the immediate actions are adequate or if a long-term solution is required to permanently fill the gap; make it happen
- 4) Notify GPC if you find an issue of non-compliance
- 5) Reach out to GPC if you have compliance questions or concerns

*What else should you do?*

***Make sure your business remains compliant***

*How can you help?*

Make sure everyone has the tools they need to continue with normal duties, to take on additional tasks, or to adjust to new regulatory & contractual updates.

- 1) Assess whether any additional job-specific training is needed
- 2) Review job aids, SOPs, & policies/procedures and update, as needed
- 3) Ensure resources are made available so staff can function optimally

Most of all, SPEAK UP and RAISE IT UP if you think there might be an issue that would make us be out of compliance. We are *all* responsible for keeping HCSC compliant and in good standing with our regulators.